

***NATIONAL WEATHER SERVICE POLICY DIRECTIVE 60-10***  
***April 10, 2003***

***Information Technology***  
***FAMILY OF SERVICES***

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**NOTICE:** This publication is available at: <http://www.nws.noaa.gov/directives/>.

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**OPR:** CIO1 (J.Hayes)

**Certified by:** CIO (B. West)

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***SUMMARY OF REVISIONS:*** This directive supersedes National Weather Service (NWS) Operations Manual, Chapter G-22 of the “Family of Services”, dated July 6, 1994.

1. The of Family of Services (FOS) was established to make weather information available to the commercial and academic/research sectors, and other Federal agencies. The FOS provides access to near real-time weather data and information via high-speed and medium-speed communication networks.
2. This directive establishes the following authorities and responsibilities:
  - 2.1 The Telecommunications Operations Center (TOC) is responsible for overall management:
    - a. Management of all FOS subscriber agreements.
    - b. Establishment and collection of all FOS user fees.
    - c. Coordination of all FOS matters with the FOS subscriber community.
    - d. Notifying the FOS community of change notices.
    - e. Management of FOS Web Page.
    - f. Operating the FOS circuits, including real-time technical and operational coordination with FOS users and the telecommunications common carriers.

2.2 The Data Management Team, in the Operations Support and Performance Monitoring Branch, is responsible for:

- a. Adding, deleting, or changing products on FOS circuits upon request from the FOS Program Leader.
- b. Investigating and correcting software-related transmission problems.

3. The NWS measures the effectiveness of the FOS by user connectivity and customer satisfaction responses.

4. This policy directive is supported by the references and glossary of terms listed in Attachment 1.

<u>signed , John E. Jones, Jr.</u>	<u>March 28, 2003</u>
John J. Kelly, Jr.	Date
Assistant Administrator	
for Weather Services	

**Attachment 1**

**GLOSSARY OF TERMS AND SUPPORTING INFORMATION**

***References***

1. Data Management Family of Services Web Page  
(<http://www.nws.noaa.gov/datamgmt/fos/fosindex.html>).

***Terms***

DDS	-	Domestic Data Service
FOS	-	Family of Services
HRS	-	High Resolution Data Service
IDS	-	International Data Service
NWSTG	-	National Weather Services Telecommunication Gateway
PPS	-	Public Product Service
RPS	-	Radar Product Service
SAS	-	Server Access Service